

Sienna Senior Living on Rita Bedford's care at the Cascades Care Community

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VP of Marketing & Communications, Sienna Senior Living

Statement #1 - October 23rd, 2019

We regret the tenant's experience in this situation. It was not reflective of the quality of services we

strive to provide. Our goal is to provide all tenants with the best possible quality service and overall

retirement living experience through the warmth of human connection.

We have apologized and worked with the tenant and family to resolve their concerns. When we learn of

opportunities to improve, we take them seriously and apply the learnings to prevent recurrence.

We

have taken actions to go beyond the standard best practices and we have specifically made changes to

how we prevent, manage and communicate in such situations, including:

- Working with the tenant council to determine how best to educate and communicate with tenants around prevention and detection and the response that steps will be taken.
- Revising policies
- Enhanced training to our team members on how to implement the required steps in a timely manner.

We are a learning organization and are committed to continuously improving our services and approach.

Our tenants and their families can be assured that we will always respond with actions that have their best interests in mind.

Statement # 2 - October 25th, 2019

This incident, which took place in 2018, happened in Assisted Living, where tenants bring in their own furnishings from home. The actions by the team focused on implementing appropriate infection control measures used for any type of outbreak. They responded by moving the tenant to a new suite, continuing to provide service to the tenant, and purchasing the tenant new furniture, clothing, and other items.

As a learning organization committed to constantly striving to do the best and holding ourselves to the highest standard we recognized that there were actions that should have been better. We have apologized to the resident, family, and implemented new protocols, which go beyond the standard of best practices.

E-mail - October 28th, 2019

In answer to your questions:

- **Why was Ms. Bedford left in an untreated apartment for two weeks?**

This situation was initially handled using infection control measures. We could have handled the situation differently, have learned from it, made improvements and apologized to the tenant and her family. Although tenants bring their own furniture when they move in, in this case, we provided the tenant with new furniture, clothing, and other items when we moved her into her new suite.

- **In emails to the health authority, a staffer says employees were ordered not to tell Ms. Bedford that she had bedbugs (she is blind, so couldn't see) and they say they were threatened with possible dismissal if they told anyone what was happening.**

We are sorry to learn that the tenant and her family feel they were not properly informed of the situation and we apologize for the lack of communication.

- **They also say Rob White tried to find out who contacted authorities and threatened them with possible termination.**

We support and encourage staff to take immediate action about any concerns they might have about the health and well-being of tenants. This includes reaching out to other team members and management and meeting all requirements of reporting to the regulatory authorities.